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FACT SHEET

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Whānau Ora

Whānau potential is high and ready to be unleashed; Whānau Ora provider networks are extensive, committed, innovative and ready to learn from each other; and Whānau Ora is already anchored on solid foundations that will bring fresh opportunities and gains for whānau in the decade ahead.

Professor Sir Mason Durie – Chair, Whānau Ora Governance Group

- Whānau Ora is an inclusive approach to providing services and opportunities to all families in need across New Zealand. It empowers whānau as a whole – rather than focusing separately on individual members and their problems – and requires multiple government agencies to work together with families rather than separately with individual relatives.
- Jointly implemented by the Ministry of Māori Development, Te Puni Kōkiri, and the Ministries of Social Development and Health, Whānau Ora is about a transformation of whānau and families – with whānau who set their own direction.
- It is driven by a focus on outcomes: that whānau will be self-managing; living healthy lifestyles; participating fully in society; confidently participating in te ao Māori (the Māori world); economically secure and successfully involved in wealth creation; and cohesive, resilient and nurturing.
- Whānau Ora works in a range of ways, influenced by the approach the whānau chooses to take. Some families will want to come up with ways of improving their own lives and may want to work on this with a hapū (sub-tribe), iwi (tribe) or non-government organisation (NGO).
- Other whānau will want to seek help from specialist Whānau Ora health and social service providers who will offer wrap-around services tailored to their needs. Families will have a practitioner or 'navigator' to work with them to identify their needs, help develop a 'whānau plan' to address those needs and broker their access to a range of health and social services.
- Common themes in whānau plans include better lives for children; employment; housing and home ownership; education and skills development; and health and cultural wellness.
- Since its inception in 2010, the Government's investment in Whānau Ora has focused on achieving outcomes for whānau and families through service and organisational transformation, and whānau integration, innovation and engagement. The collaborative effort to date includes:
 - a national Governance Group comprising four community-based experts and the chief executives of three partner agencies – Te Puni Kōkiri and the Ministries of Social Development and Health – with support from two government departments: the Ministries of Education and Pacific Island Affairs
 - 10 Regional Leadership Groups (RLGs) with a total of 85 community and partner agency representatives from Te Puni Kōkiri, the Ministry of Social Development and District Health Boards
 - 32 collectives and two providers representing more than 160 independent Māori, Pacific and general primary health and social services providers as well as tribal rūnanga, marae and Māori trusts

- a shared work programme across partner agencies with specific lead responsibilities assigned to each
- a network of evaluation and action research practitioners.
- The collectives and providers have been approved for multi-year investment packages in change management through the implementation of Programmes of Action (POAs). POAs document the steps they are taking to reshape their existing service delivery to enhance best outcomes for whānau and families.
- Budget 2011 invested another \$30 million in Whānau Ora adding to the \$134 million over four years.

Whānau Ora Governance Group

- The Whānau Ora Governance Group is responsible for overseeing the implementation of Whānau Ora and advises the Minister for Whānau Ora, Hon Tariana Turia, on policy settings, priorities and regional management. The Governance Group also provides leadership and coordination across government agencies and other stakeholders to encourage involvement in Whānau Ora.
- Membership includes three community representatives and the chief executives of Te Puni Kōkiri, the Ministry of Social Development and the Ministry of Health. The community members are Professor Sir Mason Durie (chair), Nancy Tuaine, Merepeka Raukawa-Tait and Doug Hauraki.
- Te Puni Kōkiri works closely with the Ministries of Social Development and Health to support the Governance Group to implement Whānau Ora. More recently, the Ministries of Education and Pacific Island Affairs have joined this collaborative effort.

Whānau Ora Regional Leadership Groups

- Ten Whānau Ora Regional Leadership Groups (RLGs) have been established around the country based on Te Puni Kōkiri regional boundaries.
- RLGs provide regional strategic leadership to ensure whānau-centred initiatives contribute in positive and realistic ways to local communities. They do this by fostering local communications and relationships, and ensuring there is coordination with other local and regional initiatives and services.
- Members include between three and seven community representatives and three officials – one each from Te Puni Kōkiri, the Ministry of Social Development and local District Health Boards. The community members come from diverse backgrounds and have expertise and skills in health and social services, whānau development and community development.
- In 2012, Pacific community members were appointed to three RLGs. Four collectives represent Pacific providers in these three regions. A group of four Whānau Champions is also advocating and promoting Whānau Ora to all New Zealanders, complementing the work of the Governance Group and RLGs.

TE TAI TOKERAU (Northland) REGIONAL LEADERSHIP GROUP

- Jo Mane (chair); Solomon Tipene; La-Verne King; Deborah Harding; Walter Wells (Te Puni Kōkiri); Manu Pihama (Ministry of Social Development); Kim Tito (Northland District Health Board)

TĀMAKI MAKAURAU (Auckland) REGIONAL LEADERSHIP GROUP

- Charles Joe (chair); Peter Thomas; Dr Lorna Dyall; Tania Kingi; Gayle Lafaiali'i; Dr Ofa Dewes; Fia T. Turner; Reverend 'Inoke Masima; Pauline Kingi (Te Puni Kōkiri); Manu Pihama (Ministry of Social Development); Naida Glavish (Auckland District Health Board)

WAIKATO (Hamilton) REGIONAL LEADERSHIP GROUP

- Harry Mikaere (co-chair); Tania Hodges (co-chair); Denise Messiter; Aroha Terry; Piritata Kirkwood; Stephanie Palmer; Pat Seymour; Gail Campbell (Te Puni Kōkiri); Te Rehia Papesch (Ministry of Social Development); Ditre Tamatea (Waikato District Health Board)

TE MOANA Ā TOI (Bay of Plenty) REGIONAL LEADERSHIP GROUP

- Elaine Tapsell (chair); Vervies (Punohu) McCausland; Te Iria Whiu; Jozie Karanga; Timi Peri; Rachel Jones (Te Puni Kōkiri); Peter Waru (Ministry of Social Development); Janet McLean (Bay of Plenty District Health Board)

TE ARAWA (Rotorua) REGIONAL LEADERSHIP GROUP

- Toby Curtis (chair); Piki Thomas; Jacob (Hakopa) Paul; Emily Rameka; Danny Morehu; Leanne Karauna; Wally Tangohau (Te Puni Kōkiri); Peter Waru (Ministry of Social Development); Phyllis Tangitu (Lakes District Health Board)

TE TAIRĀWHITI (East Coast) REGIONAL LEADERSHIP GROUP

- Lois McCarthy-Robinson (chair); Owen Lloyd; Te Pare Meihana; Dr Apirana Mahuika; Hine Flood; Dr Kathie Irwin; Mere Pohatu (Te Puni Kōkiri); Jane Hopkinson (Ministry of Social Development); Peter Brown (Tairāwhiti District Health Board)

TAKITIMU (Hawke's Bay) REGIONAL LEADERSHIP GROUP

- Christine Teariki (chair); Maureen Mua; Yvette Grace; Roger Aranui (Te Puni Kōkiri); Annie Aranui (Ministry of Social Development); Tracee Te Huia (Hawke's Bay District Health Board)

TE TAI HAUĀURU (Whanganui/Taranaki) REGIONAL LEADERSHIP GROUP

- Te Huia (Bill) Hamilton (chair); Karen (Wheturangi) Walsh-Tapiata; Dr William Edwards; Sam Bishara (Te Puni Kōkiri); Gloria Campbell (Ministry of Social Development); Julie Patterson (Whanganui District Health Board)

TE WHANGANUI-A-TARA (Wellington/Tasman/Nelson) REGIONAL LEADERSHIP GROUP

- Susan Shingleton (chair); Sharon Gemmell; Brenton Tukapua; Dr Melissa Cragg; Mokalagi Tamapeau; Debra Tuifao; Hata Wilson (Te Puni Kōkiri); Tony Moore (Ministry of Social Development); Kuini Puketapu (Hutt Valley District Health Board)

TE WAIPOUNAMU (South Island) REGIONAL LEADERSHIP GROUP

- Gabrielle Huria (chair); Mere Wallace; Ruth Jones; Peter Ellison; Sam Uta'i; Maria Godinet-Watts; Maliepo Toma; David Ormsby (Te Puni Kōkiri); Moira Underdown (Ministry of Social Development); Hector Matthews (Canterbury District Health Board)

Whānau Ora Provider Collectives

- In 2010, 25 Whānau Ora collectives representing more than 150 health and social service providers from throughout the country were selected to develop whānau-centred services.
- Budget 2011 allocated further funding to extend the Whānau Ora model to key localities and additional collectives representing 30 providers were given Governance Group approval in 2012. In total, 32 collectives represent more than 160 providers.
- Whānau Ora providers continue to deliver existing services to their communities while they work on changes to their service delivery to engage whānau and families. Programmes of Action (POAs) outline the changes that the collectives are making to their service delivery model and the key steps they are taking to implement these.
- A POA enables a collective to identify opportunities to enhance what it currently does and, at the same time, seek new and innovative opportunities to do things differently to support whānau and families to realise their aspirations.
- Collectives have established 'navigational' approaches where practitioners work directly and intensively with whānau and families to identify their needs and aspirations, develop plans to address those needs and then broker their access to high quality services that meet their goals.

TE TAI TOKERAU (Northland) PROVIDER COLLECTIVES

- **Te Tai Tokerau Whānau Ora Collective:** Ngāti Hine Health Trust; Ki A Ora Ngāti Wai; Te Hauora O Te Hiku O Te Ika; Te Rūnanga O Te Rarawa; Whakawhiti Ora Pai
- **Te Hau Āwhiowhio o Ōtāngarei:** Ōtāngarei Trust; CAPS Northland Incorporated (Jigsaw North); Northland TV Charitable Trust (Channel North); One Double Five Whare Roopū Community House Trust; Ringa Arawhai; Te Puawaitanga o Ōtāngarei Healthcare Centre Incorporated
- **Te Pū o Te Wheke o Ngāpuhi:** Te Rūnanga-Ā-Iwi-O-Ngāpuhi; Hauora Hokianga Health Trust; Ngāpuhi Iwi Social Services; Te Hau Ora O Kaikohe Charitable Trust; Te Kotahitanga E Mahi Kaha Trust; Te Rūnanga O Whaingaroa; Whangaroa Health Services Trust
- **Ngā Ripo (Kaipara Whānau Ora Collective):** TUOH Charitable Trust; Kaipara Abuse Prevention Incorporated; Kumarani Productions; Te Korowai Aroha Incorporated; Te Roroa Learning Assistance Charitable Trust; Kaipara Budgeting Service; Northern Wairoa Anglican Parish and Pastorate; Homebuilders Community Services

TĀMAKI MAKĀURAU (Auckland) PROVIDER COLLECTIVES

- **Ngāti Whātua o Ōrākei Māori Trust Board:** Ngāti Whātua o Ōrākei Corporate Limited; Ngāti Whātua o Ōrākei Health Services; Ngāti Whātua o Ōrākei Marae Committee; Ōrākei Marae Social and Health Services; Ngāti Whātua o Ōrākei Social Needs Limited
- **Kotahitanga:** Turuki Health Care Trust; Papakura Marae; Te Kaha o Te Rangatahi Trust

- **NUMA Whānau Ora Collective:** National Urban Māori Authority (NUMA); Manukau Urban Māori Authority Incorporated (MUMA); Te Kōhao Health Limited; Te Rūnanga o Kirikiriroa; Te Rūnanga o Ngā Maata Waaka Incorporated; Te Whānau o Waipareira Trust
- **Pacific Islands Safety and Prevention Project**
- **Alliance Health + Primary Health Organisation (PHO):** Auckpac Health Trust Board; Bader Drive Health Care; South Seas Healthcare; Mt Wellington Integrated Health Centre; Penina Health Trust; Tongan Health Society

WAIKATO (Hamilton) PROVIDER COLLECTIVES

- **Te Ope Koiora o Waikato-Tainui:** Ideal Success Charitable Trust; JTP Consultants Limited (Te Kotahitanga); Ngaa Miro Health Trust; Raukura Hauora o Tainui Trust; Raukura Waikato Social Services; Solomon Group Education and Training Academy; Te Hauora o Ngaati Haua; Waahi Whaanui Trust
- **Raukawa-Maniapoto Alliance:** Maniapoto Māori Trust Board; Raukawa Charitable Trust; Ngāti Maniapoto Marae Pact Trust; Taumarunui Community Kokiri Trust
- **Hauraki Whānau Ora Collective:** Hauraki Māori Trust Board; Te Korowai Hauora O Hauraki; Te Kupenga O Ngāti Hako; Te Ahi Kaa Social Services; Te Whāriki Manawahine O Hauraki

TE MOANA Ā TOI (Bay of Plenty) PROVIDER COLLECTIVES

- **Ngā Mataapuna Oranga Kaupapa Māori Primary Health Organisation (PHO):** Ngā Mataapuna Oranga PHO; Kimioranga Primary Health Care Services; Pirirākau Hauora; Te Manu Toroa Trust; Te Puna Hauora ki Uta ki Tai; Te Rūnanga o Ngāi Tamawhariua Incorporated; Waitaha Hauoranga Trust; Whaioranga Trust
- **Te Ao Mārama Whānau Ora Collective Trust:** Te Ao Hou Trust; Ngāitai Iwi Authority; Tāneatua Waimana Ruātoki Tāiohi Trust; Te Tāpenakara mō te Iwi Trust; Toiora Health Limited; Tūhoe Mātauranga Trust; Waikirikiri Social Services; Whakaatu Whānaunga Trust; Whakatōhea Māori Trust Board

TE ARAWA (Rotorua) PROVIDER COLLECTIVES

- **Te Arawa Whānau Ora Collective:** Korowai Aroha Health Centre; Te Rūnanga o Ngāti Pikiao Trust; Te Kāhui Hauora Trust; Te Waiariki Purea Trust; Te Papa Tākaro o Te Arawa Trust; Te Roopū a Iwi o Te Arawa Charitable Trust – Maatua Whāngai; Aroha Mai Cancer Support Services; Te Whare Hauora o Ngongotahā Trust
- **Whānau Ora Ki Tūwharetoa:** Tūwharetoa Health Charitable Trust; Te Korowai Roopu Tautoko Incorporated; Tongariro Whānau Support Trust Incorporated; Te Kupenga Charitable Trust

TE TAIRĀWHITI (East Coast) PROVIDER COLLECTIVES

- **Te Whare Maire o Tapuwae:** Kahungunu Executive ki Te Wairoa Charitable Trust; Ngāti Pāhauwera Incorporated; Ngā Kaitiaki Hauora o Waikaremoana; Rongomaiwahine Iwi Trust Incorporated; Wairoa Waikaremoana Māori Trust Board

TAKITIMU (Hawke's Bay) PROVIDER COLLECTIVES

- **Te Taiwhenua o Heretaunga**
- **Hawke's Bay Hauora:** Te Kupenga Hauora – Ahuriri
- **Whānau Ora Wairarapa Collective:** Te Hauora Rūnanga o Wairarapa; Whaiora Whanui Trust; Rangitāne o Wairarapa; Ngāti Kahungunu ki Wairarapa

TE TAI HAUĀURU (Whanganui/Taranaki) PROVIDER COLLECTIVES

- **Taranaki Ora – Tui Ora Limited and Tu Tama Wahine o Taranaki Incorporated:** Te Hauora Pou Heretaunga; Te Aroha Medcare Limited; Tihi Limited; Toiora Healthy Lifestyles Limited; Tu Tama Wahine o Taranaki Incorporated
- **Te Tihi o Ruahine Whānau Ora Collective:** Best Care (Whakapai Hauora) Charitable Trust; Rangitaane o Tamaki nui a Rua; He Puna Hauora; Te Wakahuia Manawatū Trust; Ngā Kaitiaki o Ngāti Kauwhata Incorporated; Ngā Iwi o Te Reu Reu – Te Roopu Hokowhitu Charitable Trust; Rangitaane Māori Wardens; Māori Women's Welfare League (Manawatū)
- **Te Oranganui Iwi Health Authority**

TE WHANGANUI-A-TARA (Wellington/Nelson/Tasman) PROVIDER COLLECTIVES

- **Te Rūnanga o Toa Rangātira Incorporated:** Ora Toa Primary Health Organisation (PHO); Ora Toa Medical Centres; Ora Toa Health Unit; Ora Toa Dental Service; Rangataua Mauriora; Ora Toa Residential Disability Service
- **Hā o Te Ora o Wharekauri Trust (Chatham Islands)**
- **Taeaomanino Trust**
- **Tākiri Mai Te Ata Incorporated:** Kōkiri Marae Health and Social Services; Kōkiri Marae Māori Women's Refuge; Mana Wahine; Nāku Enei Tamariki Incorporated (Māori Section); Tū Kotahi Māori Asthma Trust; Wainuiomata Marae; Whai Oranga O Te Iwi Health Centre
- **Te Rūnanganui o Taranaki Whānui ki te Upoko o te Ika a Māui Incorporated:** Te Rūnanganui o Taranaki Whānui ki te Upoko o te Ika a Māui Incorporated; Te Awakairangi (Hutt Valley) Provider Collective
- **Te Hono ki Tararua me Ruahine:** Te Rūnanga o Raukawa; Muaūpoko Tribal Authority Incorporated

TE WAIPOUNAMU (South Island) PROVIDER COLLECTIVES

- **Pacific Trust Canterbury**
- **He Waka Kotuia ō Araiteuru:** Arai Te Uru Whare Hauora Limited; Kai Tahu ki Otago; Te Roopu Tautoko ki Te Tonga

- **Te Waipounamu Whānau Ora Collective:** He Oranga Pounamu; Ali's Home Help; Arowhenua Whānau Services; He Waka Tapu; Hokonui Rūnanga Health and Social Services Trust; Maataa Waka Ki Te Tau Ihu Trust; Ōtautahi Social Services; Positive Directions Trust; Purapura Whetū Trust; Rata Te Āwhina Trust; Te Amo Health; Te Arawa Waka ki Ōtautahi Incorporated; Te Ora Hou Ōtautahi; Te Puawaitanga Ki Ōtautahi Trust; Te Puna Oranga; Te Tai o Marokura Health and Social Services; Te Whānau o Hokonui Marae Incorporated; Uruuruwhenua Health; Waihōpai Rūnanga; Whakatū Te Korowai Manaakitanga Trust; Whānau Tautoko Charitable Trust
- **Murihiku Whānau Ora Providers:** Ngā Kete Mātuaranga Pounamu Charitable Trust; Awarua Social and Health Services

Whānau Integration, Innovation and Engagement (WIIE) Fund

- The Whānau Integration, Innovation and Engagement (WIIE) Fund assists whānau-led development and supports whānau and families to engage with each other and with other whānau, communities and providers. The aim is to build whānau capability, strengthen whānau connections, support the development of whānau leadership and enhance best outcomes for whānau.
- The WIIE Fund is open to whānau and families working with Whānau Ora providers and other non-government organisations including iwi, hapū, rūnanga, whānau trusts and marae committees. Information is available from regional Te Puni Kōkiri offices.
- More than 3,000 whānau and families have set their whānau planning activities in motion through involvement in the WIIE Fund. Activities funded include developing whānau plans, implementing priority parts of whānau plans, producing information and resources for whānau, and supporting whānau-based activities.

Research, Evaluation and Monitoring

- Early results show positive signs of change for whānau and families are occurring through Whānau Ora. Although the lives of whānau and families are complex and multi-dimensional, it appears the approach supports whānau to progress towards aspirations holistically. Common aspirations are around health/disability (18 per cent of all goals); manaakitanga (12 per cent of all goals); and housing (nine per cent of all goals).
- An independent evaluation on the impact of the WIIE Fund found that bringing whānau together – backed up by good quality facilitation – is transformative in itself. Many families, including those with complex needs or those who are high users of services who have completed whānau plans, have identified clear steps to education and employment and implemented these without further funding.
- More than 300 new whānau and families were directly engaged with seven Whānau Ora providers involved in an 'Information Collection' trial. In total, 800 whānau clients developed or advanced their whānau plans. The trial found that the participating families have high levels of satisfaction with services and support they have received from provider collectives, leading to positive changes for whānau members.
- In a Whānau Satisfaction Survey of 51 whānau and families representing 235 individuals, 84 per cent agreed/strongly agreed that they have more confidence in parenting/care-giving; 77 per cent

agreed/strongly agreed that their whānau has an improved housing situation; and 71 per cent agreed/strongly agreed that their whānau has improved income.

- Action researchers are working with provider collectives, communities, whānau and families to gather evidence so the systems, processes and programmes to deliver whānau-centred services are continually refined and improved. They are currently carrying out interviews to gather information about whānau expectations and experiences of services and providers.
- Tangible evidence of transformational change for providers and the impact on whānau and families is highlighted in the most recent Whānau Ora research and reporting results. Key themes and findings indicate a definite 'shift' towards a collective approach that is more whānau-centred. Evidence also demonstrates the influence of whānau planning and navigational approaches towards whānau building capacity and becoming self-managing.
- Whānau Ora research, toolkits, resources and researchers as well as whānau success stories are being showcased to a worldwide audience thanks to an online initiative. The Tangata Whenua, Community and Voluntary Sector Research Centre – known as Community Research – has launched the Whānau Ora research website: www.whanauoraresearch.co.nz

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